

0025**CITY OF RIVERSIDE**0027 (C)07/27/060082 SR.**HUMAN RESOURCES DEPARTMENT**

Revised

0086 SR. (C)**CLASSIFICATION SPECIFICATION**0087 SR. (NC)**TITLE:****OFFICE SPECIALIST
SENIOR OFFICE SPECIALIST
SENIOR OFFICE SPECIALIST (NON-CLASSIFIED)****DEFINITION**

To perform a variety of office and administrative support duties at various skill and ability levels, depending on the duties associated with the position to which assigned.

DISTINGUISHING CHARACTERISTICS

The Office Specialist Series encompasses two levels of work. Positions within this series will be allocated based upon the level of work performed and required by the department to which it is assigned.

Office Specialist: This is the entry/journey level in the office specialist series. Employees in this class normally work under close to general supervision performing a group of repetitive or closely related duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern, which has been established and explained before work is started. Generally work is observed and reviewed both during its performance and upon completion, and changes in procedure or exceptions to rules are explained in detail as they arise.

Senior Office Specialist: This is the advanced journey level in the Office Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within the series, including assuming responsibility for seeing that work of subordinates meets with appropriate standards, explaining policies, procedures, rules and regulations; and specialized work requiring extensive experience, knowledge of the technical subject matter, and functions of a work program. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and to exercise independent judgment and discretion.

Senior Office Specialist (Non-Classified): This classification is exempt from the classification service. The incumbent shall be appointed "at-will" and serve at the pleasure of the City Manager. This is the advanced journey level in the Office Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within the series, including assuming responsibility for seeing that work of subordinates meets with appropriate standards, explaining policies, procedures, rules and regulations; and specialized work requiring extensive experience, knowledge of the technical subject matter, and functions of a work program. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and to exercise independent judgment and discretion.

REPORTS TO: Varies depending on assignment.

SUPERVISION RECEIVED AND EXERCISED

Office Specialist: Receives close to general supervision from higher-level technical, professional, and/or supervisory staff, as assigned.

Senior Office Specialist: Receives general supervision from management, professional, technical, or higher-level administrative support staff. May exercise lead supervision over lower level administrative support.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Office Specialist:

- Perform a wide variety of administrative support work including word processing, proofreading, filing, checking, and recording information on records.
- Serve as receptionist, answering the telephone, screening calls and visitors, referring inquiries as appropriate, and assisting the general public, giving information as required.
- Keyboard a variety of documents including letters, memorandums, agendas, financial reports, minutes, or other materials from oral direction, rough draft, copy, notes, or transcribing machine recordings.
- Operate a variety of office equipment to carry out assigned administrative support functions.
- Check, maintain, and tabulate statistical data and records.
- Process and maintain personnel and payroll records and forms of departmental/divisional personnel.
- Sort, code, scan, and file correspondence, vouchers, forms, documents, and other materials numerically, alphabetically or by other predetermined classification.
- Check records and papers for grammatical and arithmetic accuracy, completeness, and compliance with established standards and procedures.
- Maintain sections of a central records system; enter or extract information on or from records.
- Utilize computer and computer devices to carry out assigned administrative support functions.
- Sort and deliver mail.
- Participate in the work of an office unit.
- Compile information, data, and materials, and assist in the preparation of a variety of narrative, financial, and statistical reports.
- Apply departmental policies and procedures in determining completeness of applications, records, and reports; provide routine information and forms to the public; collect and process appropriate information and forms.
- Respond to routine complaints and request for information.
- Contact the public and outside agencies in acquiring and providing information and making referrals.

Senior Office Specialist:

In addition to the above, duties may include, but are not limited to, the following:

- Develop and/or maintain sections of a central records system; enter or extract information on or from records.
- Maintain records and compile detailed and complex information, data, and materials and assist in the preparation of a variety of narrative, financial, budgetary, and statistical reports.
- Assist in the development of departmental policies, procedures, and forms in determining completeness of applications, records, and reports.
- Respond to complaints and request for information that involve searching for and abstracting data and providing detailed explanation of policies and procedures.

- Serve as support staff to Boards or Commissions by taking minutes, preparing information packets, and coordinating meeting times and locations.
- Order necessary office supplies.
- Coordinate travel arrangements.
- Distribute and reconcile office petty cash.
- Train clerical staff in office/desk procedures.

QUALIFICATIONS (Varies depending upon assignment)

Knowledge of:

Office Specialist:

- English usage, spelling, grammar, and punctuation.
- Organization and procedures of department/division to which assigned.
- Office methods and standard office equipment usage.
- Computers and related equipment; software including word processing applications at a basic level.
- Basic record keeping methods.
- Reception and telephone techniques.
- Techniques involving classifying, indexing, processing, retrieving, and controlling a large volume of records.

Senior Office Specialist:

In addition to the above, knowledge of:

- Computers and related equipment; software, techniques, and programs including word-processing, spread sheets, and data bases at an intermediate level.
- Pertinent department and division operational policies and procedures.
- Principles of budgeting, record keeping, and training.

Ability to:

Office Specialist:

- Perform routine administrative support work.
- Learn to operate office equipment, software, and programs appropriate to department to which assigned.
- Learn office methods, rules, and policies.
- Understand and carry out oral and written directions.
- Operate computer devices and utilize various software applications including word processing, spreadsheets, and databases.
- Assist in maintaining complex records.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain cooperative-working relationships with those contacted in the course of work.

Senior Office Specialist:

- In addition to the above, ability to:
- Interpret and apply departmental policies and procedures.
- Maintain complex records and prepare technical reports.
- Work independently in the absence of supervisor.
- Plan and organize the work of administrative support staff.
- Perform relatively complex arithmetic and statistical calculations and computations rapidly and accurately.

Education and Experience:

Office Specialist:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Entry into classification requires no experience.

Necessary Special Requirement: Depending on assignment, may require a minimum keyboarding ability of 45 words per minute or proficiency at a basic level in Word or WordPerfect.

Senior Office Specialist:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade supplemented by courses in business practices, computer applications, or other related field.

Experience: Three years of general administrative support experience.

Necessary Special Requirement: Requires a minimum keyboarding ability of 50 words per minute or demonstrated proficiency at an intermediate level in Word or Word Perfect. Some assignments may also require a minimum dictation speed of not less than 80 words per minute.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of, or ability to obtain, an appropriate, valid, Class "C" California Motor Vehicle Operator's license.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Office Specialist

TO: Senior Office Specialist

TO: Administrative Assistant